VBMS Instructions for Resetting VBMS Sort Capability to IE 9 Standards

Sort Capability

For end-users experiencing issues sorting in the VBMS eFolder after Major Release 7.0, please follow the instructions below:
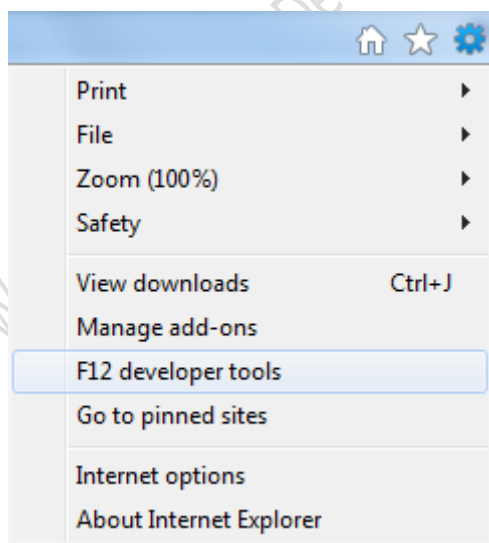
1. Open Internet Explorer
2. Select F10 or Alt on your keyboard
3. Select Tools
4. Select Compatibility View Settings
5. Ensure there are no websites listed in the bigger box field
6. Uncheck all checkmarks
7. Select close

Resetting IE Standards

End-User IE settings currently default to a document mode of "Internet Explorer 7 standards," which is causing the work queue to render without data. This document mode needs to be set to "Internet Explorer 9 standards" in order to see the data in the work queue.
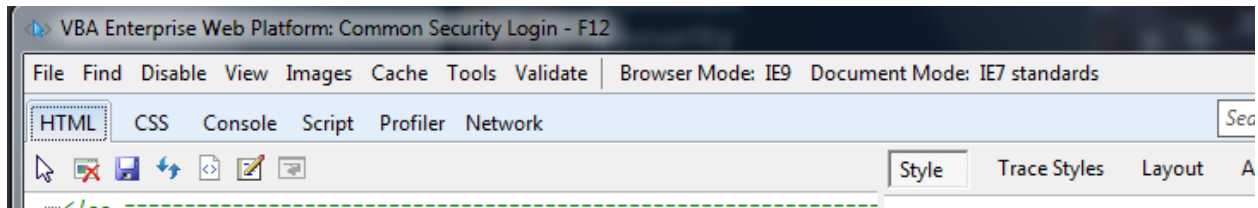
Please see these instructions to verify the document mode:

1. In IE, either hit F12 or click the tools icon.

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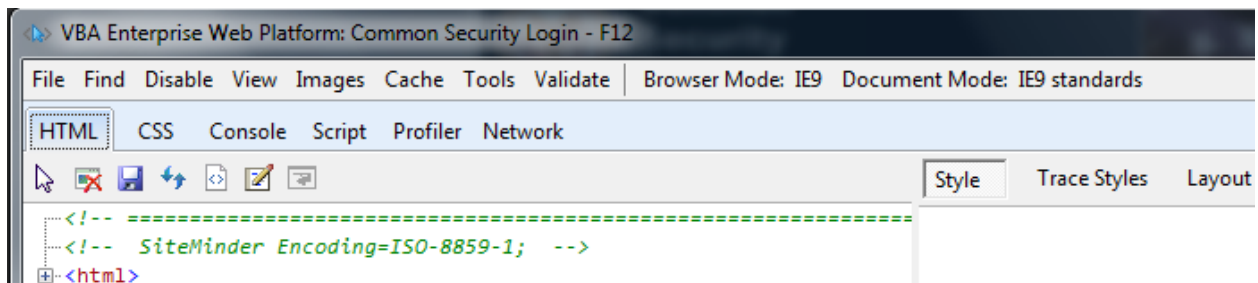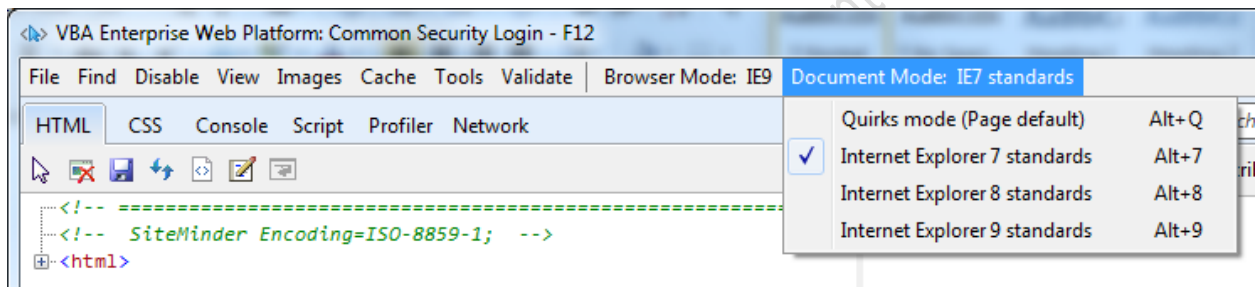VA | U.S. Department of Veterans Affairs

2. Click on F12 developer tools.

3. In the developer tools, check the document mode setting of the browser. If the document setting is "Internet Explorer 7 standards," this will cause the data in the work queue to not render.
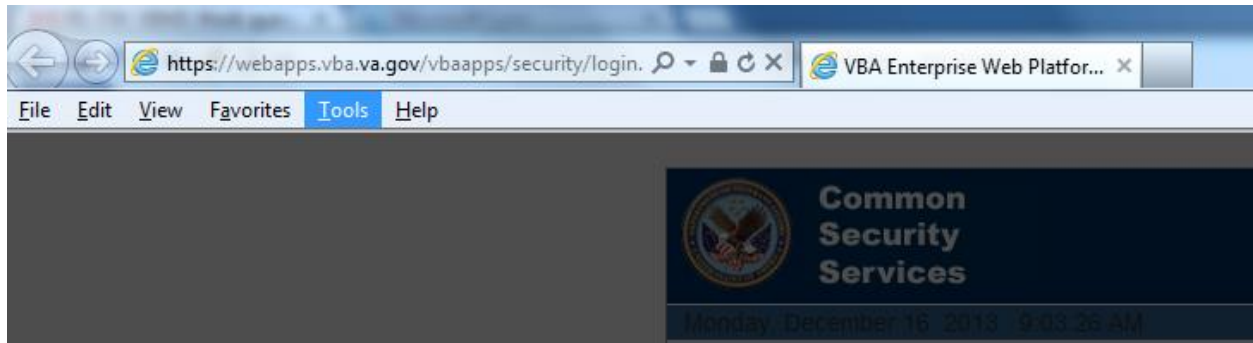

4. The end-user can change the document mode to "Internet Explorer 9 standards" in order to fix the issue and see data within the work queue.
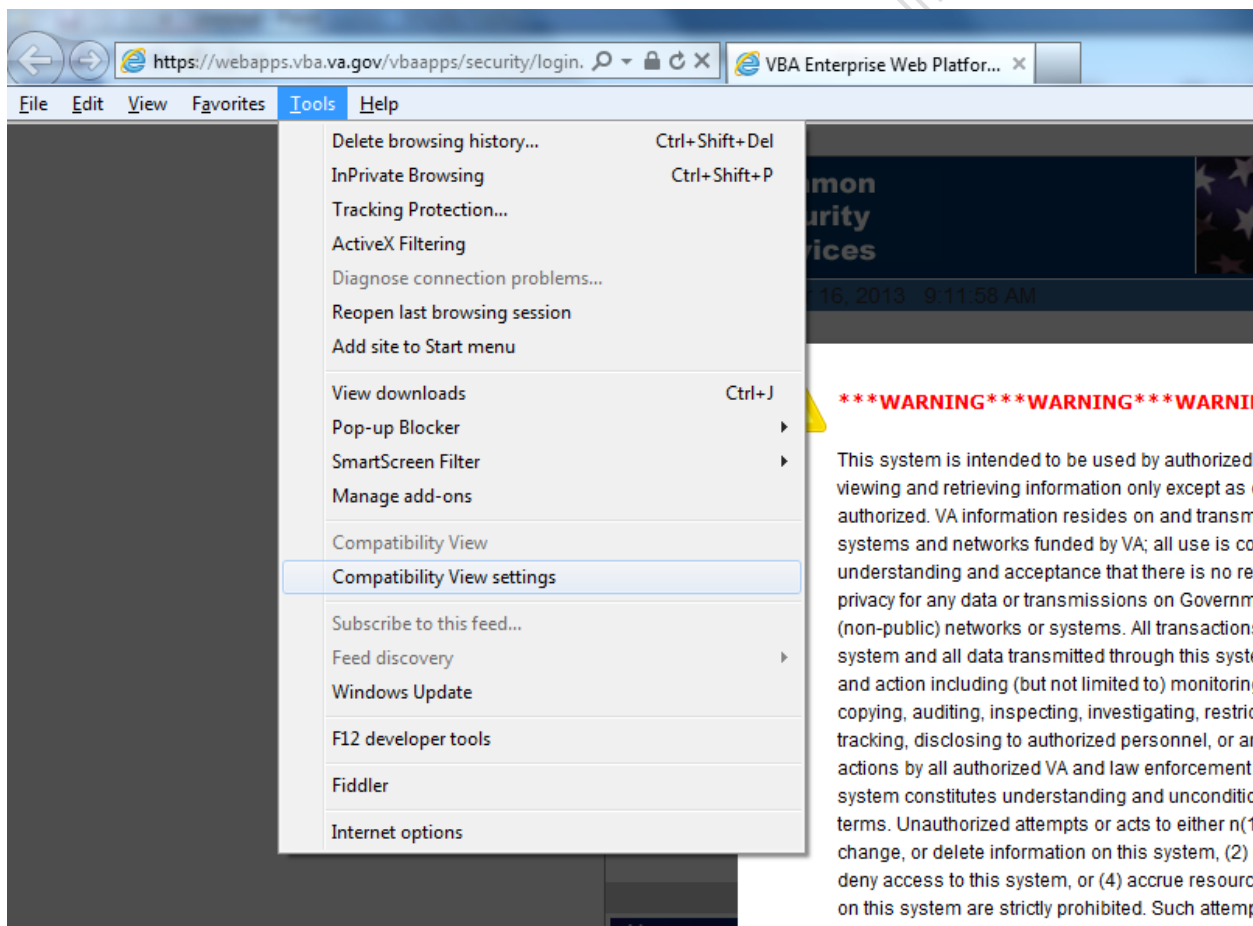

Please note this will not correct the issue for future browser sessions. In order to ensure VBMS does not load in "Compatibility Mode" every time an end-user opens a new session of the browser:

1. Open Internet Explorer.

2. Click on Alt key on the keyboard. Now click on Tools in menu bar.

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3. Select Compatibility View Settings.
4. Remove the check mark for Display all websites in Compatibility View.
5. Remove the check mark for Display intranet sites in Compatibility View.

6. Save and close the Compatibility View Settings window.

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If you still experience issues, please contact the National Service Desk :

1-855-NSD-HELP (1-855-673-4357)